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**frontier**  
Communications

Deborah Fasciano  
Compliance - Government and Regulatory Affairs

SC PUBLIC SERVICE  
COMMISSION

180 S. Clinton Ave.  
Rochester, NY 14646

Phone 585 777-5823  
Fax 585 325-1355  
[Deborah.fasciano@ftr.com](mailto:Deborah.fasciano@ftr.com)

April 24, 2013

Mr. James M. McDaniel  
Program Manager for Telecommunications  
State of South Carolina  
Office of Regulatory Staff  
1401 Main Street, Suite 900  
Columbia, SC 29201

RE: Frontier Communications of the Carolinas, Inc. – 1st Quarter Service Quality Report 2013

Dear Mr. McDaniel:

Attached you will find a summary of service indexes for the 1st quarter services provided by Frontier Communications of the Carolinas Inc, f/k/a New Communications of the Carolinas. All results are in compliance with the South Carolina Public Service Commission's objectives with the exception of:

**Percent OOS cleared within 24 hours**

Frontier continued to experience numerous cable cuts in Orangeburg County which impacted normal productivity. Frontier will be contacting Orangeburg County in order to get better conforming performance on cable locates to avoid continued cable cuts. In addition, the response to a new Satellite Broadband product has been greater than anticipated. There were also four technicians on long term disability. Frontier also plans to establish a dedicated team to perform on-going rehab work to help drive down OOS troubles.

**Percent Repair Calls Answered W/I 20 Seconds**

The first quarter results show a significant improvement over first quarter 2012. Frontier experienced an increase in call volume in January. Frontier continues to exercise schedule optimization in relation to call volume distribution to improve results.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,



Deborah Fasciano  
Frontier Communications

Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator – PSC  
Christopher Rozycki, ORS

**Frontier Communications of the Carolinas Inc.**  
**South Carolina**  
**January to December 2013**

Objective	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation</b>												
Held Prim Svc Ords Over 30 Days	none	0	0	0	0							
Held Regrade Ords Over 30 Days	none	0	0	0	0							
% Regular Svc Install W/I 5 Days	85%	99.9	99.9	99.9	99.9							
Service Ord Commitments Met	85%	93.2	91.4	87.9								
<b>Maintenance</b>												
% OOS cleared within 24 Hours	85%	46.2	41.6	39.4								
<b>Service Response</b>												
% Dial Tone W/I 3 Seconds	95%	99.98	99.99	99.98								
% Repair Calls Ans W/I 20 Seconds	90%	79.0	85.9	85.7								
% Toll/Opr Asst Calls Ans W/I 10 Sec	90%	97.2	96.8	96.9								
DA Ans Time (% W/I 30 Seconds)	80%	97.2	97.4	97.1								
<b>Switching / Central Office</b>												
Total Access Lines (X 1000)	none	78	80	79								
Interofc Call Failure Rate	3%	0.41	0.00	0.00								
Intraofc Call Failure Rate	2%	0.00	0.00	0.00								
Cust Ntwk Trbl/100 Lines	7.0	2.14	1.54	1.54								